

California Department of Social Services

Community Care Licensing Division

Technical Support Program

The Technical Support Program (TSP) was established in April of 1992 as a consultative arm of the Community Care Licensing Division (CCLD). Its purpose is to assist residential care providers to achieve and maintain compliance with licensing regulations and to improve communication between care providers and the licensing agency. The TSP provides individualized facility consultations and group training sessions for care providers with common training needs. TSP services are provided free of charge and on a voluntary basis.

The TSP emphasizes prevention through education by assisting care providers to develop procedures that will help prevent compliance problems. A major focus of each consultation is to provide licensees and facility staff with information necessary to assist them to operate their facilities with a fuller understanding of licensing requirements.

The TSP maintains a resource library with a variety of information to improve the quality of services offered by facilities. It also has handout material available to assist care providers to assess clients' needs, clarify regulatory requirements, and enable licensees and staff to perform self evaluations of the operation of their facilities.

Topics for which TSP provides training are listed below. To arrange for a facility consultation, a group training session, or to request items from the resource library, care providers or organizations may contact TSP at (916) 229-4512.

Training Topics

- *Client Assessment and Services:* Assessing, reassessing, documenting and meeting client needs. Relocation when needs can no longer be met. Operating the facility within the limits of its license.
- *Incidental Medical Services:* Accepting and retaining clients who are appropriate for the level of care that a non-medical community care licensed facility can provide.
- *Medications:* Handling of medications, including storage, dispensing, labeling and record keeping procedures, PRNs.
- *Physical Plant:* Safety issues related to buildings or grounds, including fenced pools, maintenance, lighting, heating, cooling, and required phone or signal system.
- *Personal Rights:* Appropriate client care, establishing emergency interventions, house rules, discipline and visitation policies.
- *Staffing:* Numbers and qualifications of staff necessary to provide program services. Fingerprint and staff training requirements, identifying staff training needs.

- *Nutrition and Food Service:* Provision of adequate food service including quality and quantity, special diets, menu planning, sanitary conditions affecting food service and food storage.
- *Administration:* Maintaining administrative control over the facility, use of the regulations to improve the administration of the facility, responding to licensing citations, appeal process, licensee rights, waivers, exceptions and exemptions, appropriate financial resources to operate facility.
- *Cash Handling and Personal Property:* Appropriate use of client funds, maintenance of adequate cash handling records, protection of client's personal property.
- *Record Keeping:* Maintenance of complete staff, client and administrative records.
- *Documentation and Reporting:* Reporting of client incidents or facility staff or operation changes as required.
- *Activities:* Provision of activities consistent with the needs and capabilities of clients, including utilization of available community resources.
- *Ombudsman Services:* Intervention or mediation by TSP to resolve problem areas involving the licensing agency and the provider community.

Promoting Healthy, Safe and Supportive Community Care